

State of 911

Webinar Series

NATIONAL 911 PROGRAM
July 10, 2018

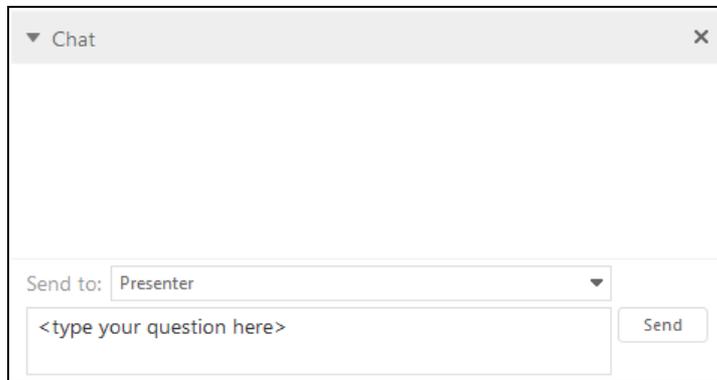
State of 911 Webinar Series

- Designed to provide useful information about Federal and State participation in the planning, design, and implementation of Next Generation 911 (NG911) coupled with real experiences from leaders overseeing these transitions throughout the country
- Webinars are typically held every other month and include presentations from a Federal-level 911 stakeholder and State-level 911 stakeholder, each followed by a 10-minute Q&A period
- For more information on future webinars, to access archived recordings and to learn more about the National 911 Program, please visit 911.gov
- Feedback or questions can be sent to: National911Team@mcp911.com

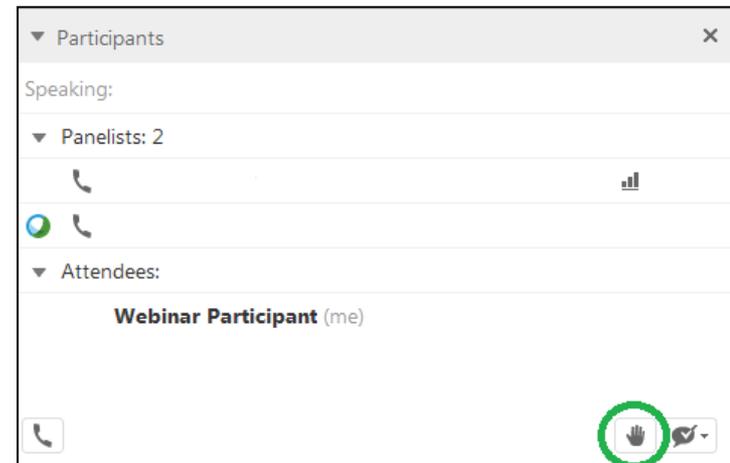
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Homeland
Security



National Governors Association Regional Workshops

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of Homeland Security

July 10, 2018

OEC / NGA Partnership History

Policy Academy effort established to promote governance at the state/territorial level

Policy Academy with 6 States

2010

2009

NCSWIC Established

NCSWIC Established to develop products and tools to address interoperability challenges and promote sharing of best practices between SWICs

Policy Academy with 5 States

2015

Findings Published in White Paper:

- Establish / reinvigorate governance
- Revitalize / operationalize the SCIP
- Engage legislature
- Empower a communications Champion

2017

Regional Workshops Initiated

Continue engaging states on the goals established during 2015



Phase I: Initial Policy Academy

Focus: In 2016 NGA launched a policy academy to assist 5 states with creating a strategic roadmap that identified goals and objectives for establishing and/or strengthening emergency communications governance bodies.

Approach: 5 states (Alaska, Hawaii, Illinois, Utah and West Virginia) were selected to attend the 2 day Policy Academy after submitting applications during a competitive selection process

Intended Outcomes:

- Establish or reinvigorate, an active governance body to ensure consensus, coordination and support
- Revitalize the SCIP (Statewide Communication Interoperability Plan) with a messaging strategy that informs executive decision makers
- Engage the legislature to promote understanding and long-term support of the SCIP
- Empower the SWIC (Statewide Interoperability Coordinator) and ensure close coordination among the SWIC, Broadband Single Point of Contact and the State 9-1-1 Administrator



Phase II (Current): Regional Workshops

Focus: Conduct four regional workshops bringing together state officials to develop strategic roadmaps to enhance governance for public safety communications

Goal: 35 states/territories participation (To date: 3 workshops with 26 states participating)

Intended Outcomes:

- Improved understanding of the importance and complexity of emergency communications systems and interoperability now and in the future
- Increased awareness of role and need for a full time SWIC/Communications Champion within states
- Sharing of best practices among states related to interoperability and governance
- Development of state-specific roadmaps to integrate disparate systems through governance with actionable, specific implementation plans and measurable goals
- Enhanced relationships to improve interstate and intrastate collaboration
- Engage senior state leadership to foster understanding and gain champions for funding, legislative issues and general leadership cooperation



- 3 Workshops Held to Date
 - January 17-18, 2018, New Orleans, LA
 - March 20-21, 2018, Albuquerque, NM
 - May 16-17, 2018, Portland, OR
- 1 Planned
 - July 25-26, 2018, Philadelphia, PA



- 8 States in Attendance
- Full participation by SWICs and a variety of other stakeholders
- Action Plans:
 - 4 states plan to pursue new legislation
 - 3 states identified steps for NG911 planning
 - 3 states are focusing on keeping LMR as a funding priority, and promoting technology and education
 - 2 states are implementing statewide radio systems
 - 2 states will work on lifecycle planning



- 7 States in Attendance
- Increased participation of 911 to equal that of SWICs to encourage cross planning
- Action Plans:
 - 5 states are going to pursue new legislation
 - 4 states will develop a SIGB charter
 - 4 states are going to get more organized around NG911 planning
 - 2 states are planning statewide radio systems
 - 4 states talked about identifying political champions



- 11 States in Attendance
- Full participation by SWICs, high number of 911, Chief Information Office participants, and SPOCs to provide a more holistic planning approach
- Action Plans:
 - 4 states will identify funding streams for long-term funding of the SWIC, SPOC, SIGB, and their overall program
 - 3 states will get more organized around NG911 planning including funding considerations
 - 4 states are going to get more organized around NG911 planning
 - 2 states will identify a funding stream for LMR



2018 Regional Workshops Participation



Workshop	Participating States	Status
Southeast Workshop - New Orleans, LA (January 17-18)	Florida, Georgia, Kansas, Kentucky, Mississippi, Missouri, North Carolina, Tennessee (8)	Finalizing and beginning to monitor progress on implementation plans
Southwest Workshop - Albuquerque, NM (March 20-21)	Colorado, Iowa, Nebraska, New Mexico, Ohio, Oklahoma, Wisconsin (7)	Meeting summary distributed; finalizing and beginning to monitor progress on state implementation plans
Northwest Workshop - Portland, OR (May 16-17)	Arizona, California, Hawaii, Idaho, Louisiana, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming (11)	Workshops successfully completed; finalizing meeting summary and developing state implementation plans
Northeast Workshop - Philadelphia, PA (July 25-26)	Alaska, Arkansas, Connecticut, Delaware, Illinois, Indiana, Maine, Massachusetts, Michigan, Minnesota, New Hampshire, New York, Texas, Vermont, Virginia, West Virginia, Maryland, Washington DC, New Jersey, South Carolina, Virgin Islands (anticipated 21)	Planning phase: confirming workshop attendance and finalizing logistics

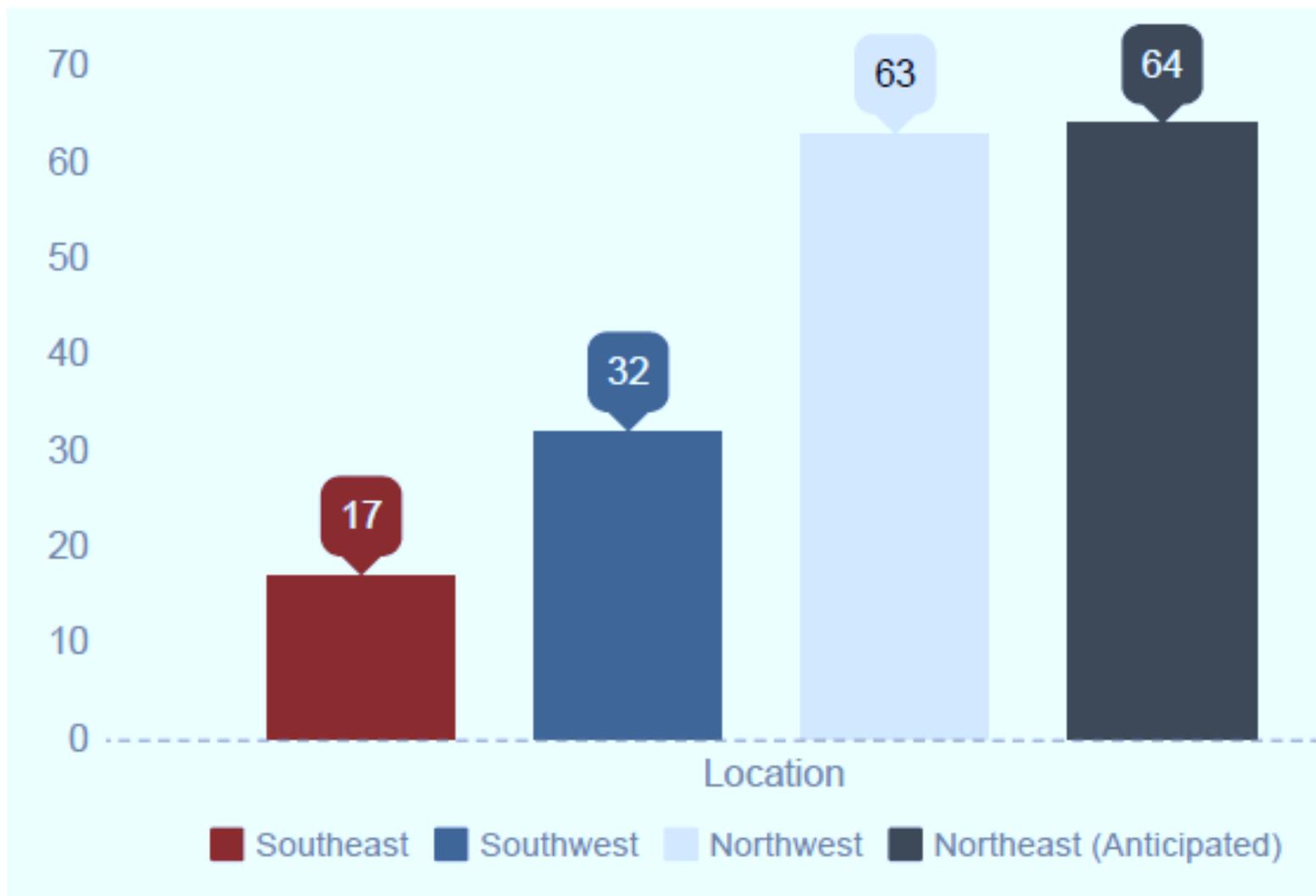
Total Participating States To Date: 44 (26 Completed / 18 Committed for PHL)



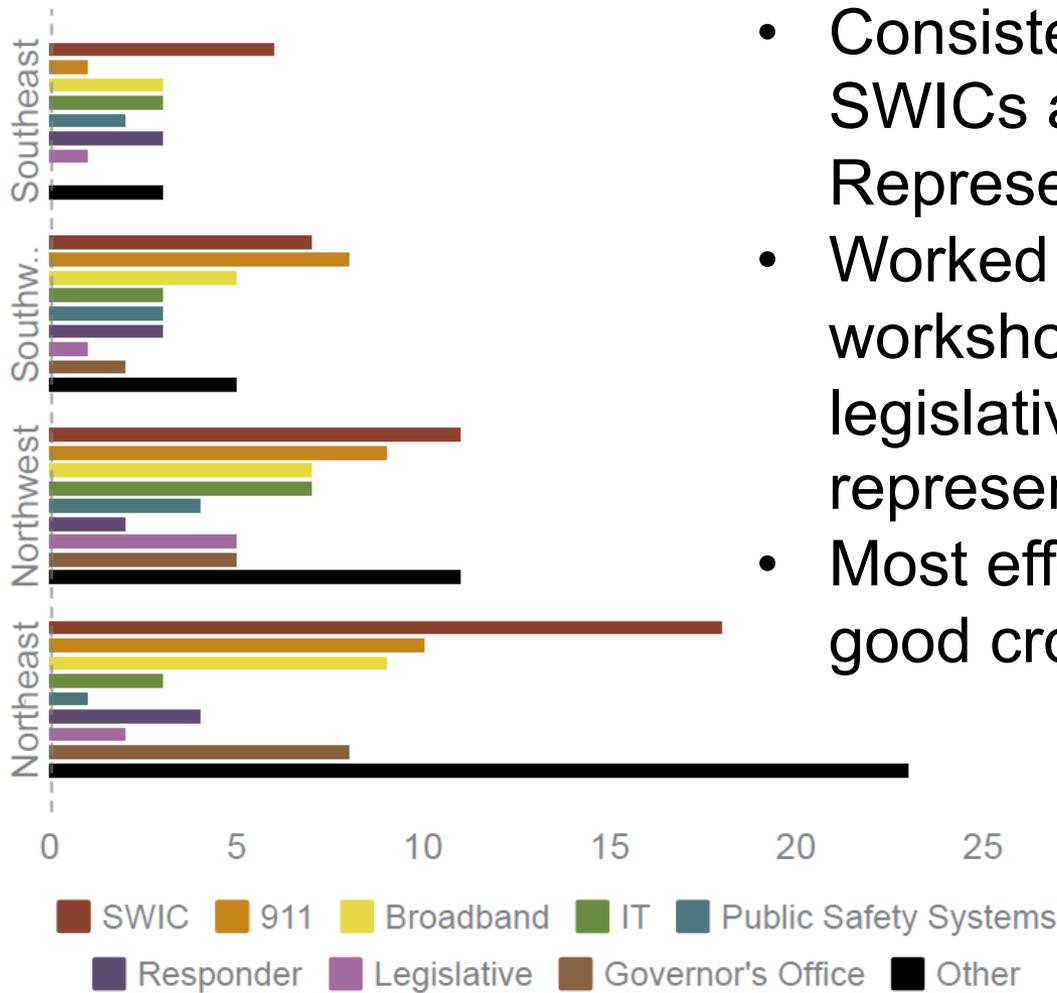
Homeland Security

Office of Emergency Communications

NGA Regional Workshop - How Many Attended / Plan To Attend



NGA Regional Workshop - Who Attended / Plan To Attend



- Consistent high attendance from SWICs and SPOCs/Broadband Representatives
- Worked over the course of each workshop to increase 911, IT, legislative, and Governors Office representatives
- Most effective states brought a good cross-section of participants



NGA Regional Workshop Findings

Top State Challenges

Top Five Challenge Areas (# of Southeast/Southwest/Northwest States Identifying the Challenge (of 27))

1. Coordination with Locals (13 States)

- Local authority over grant dollars, home rule, and lack of active participation in the SIGB are challenges for statewide coordination
- Lack clear incentives for participation

2. Legislative Support, Exposure, and Education (11 States)

- Important for continued funding and authority
- In many states, SWIC or 911 Administrator cannot interact directly with legislators



Top Five Challenge Areas (# of Southeast/Southwest/Northwest States Identifying the Challenge (of 27)) Continued

3. SIGB Membership (11 States)

- Lack of participation, participant stagnation, and influential members sending non-influential proxies are continued challenges
- Some states still don't have a SIGB

4. Consolidated and Coordinated Governance (11 States)

- 911 is often governed separately from the SIGB
- Created governance silos in many states

5. Executive Branch Support, Exposure and Education (8 States)

- Concerns about loss of momentum with Administration changes and best ways to ensure seamless transition



NGA Regional Workshop Findings

Additional State Challenges

# of States	Challenge Area
6	SIGB Authority
5	Lifecycle View, Planning, and Funding
5	Limited Manpower
4	SWIC Funding
4	Land Mobile Radio (LMR) Sustainment
4	911/Next Generation 911 Funding
4	SIGB Funding
4	Federal, State, and Local Interoperability and Integration
3	Cybersecurity
3	LMR System Users
3	Part-Time SWIC/No SWIC
2	SWIC Authority
2	New Stakeholder Involvement
2	No State Radio System
2	No Unified Planning
2	911 Capability/Rules Disparity
2	FirstNet Funding
1	No Policies/Procedures
1	FirstNet Working Relationship
1	Funding for Non-Technical Needs
1	No SIGB
1	Position of the Issue Within State Government
1	Tribal Coordination for Broadband



NGA Regional Workshop Findings

Next Steps and Early Results

State Implementation Assistance:

- Development of a Governance Roadmap and Implementation Plan for each state
- Follow-up meetings with each state every two months by OEC Coordinators and the OEC Strategic Integration Office (SIO)



Idaho State Representative who attended Northwest Regional Workshop recognized the importance of the SWIC role during the workshop and has committed to pursue full funding for SWIC in the next legislative session.



Kansas developed legislation during the workshop that has passed both the House and the Senate. Governor Colyer on May 10, 2018, signed the legislation. The SWIC is currently implementing new legislation.



Missouri set up a comprehensive action plan during the workshop and has already received wide support for a SIGB Charter.

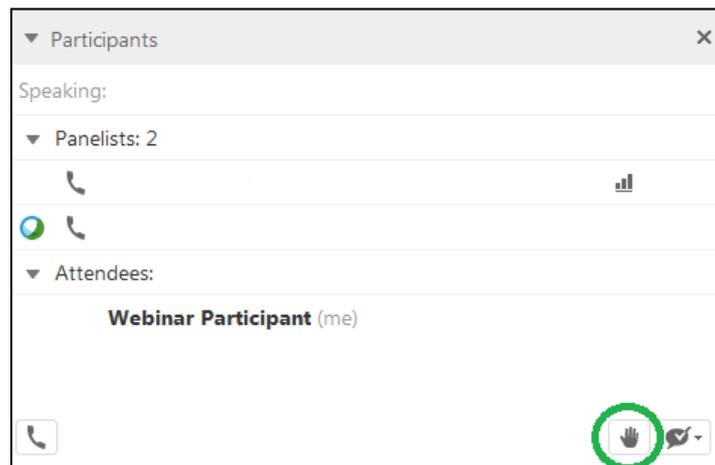


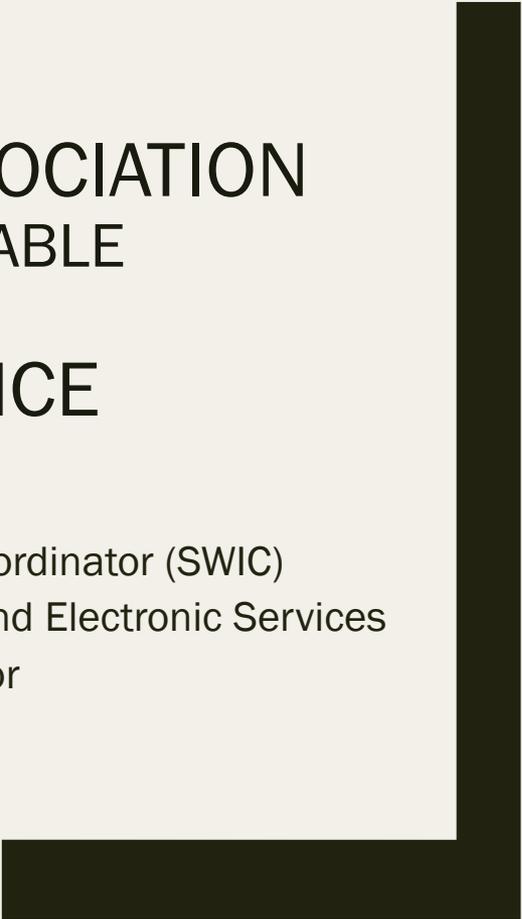
Q&A Period

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**NATIONAL GOVERNORS ASSOCIATION
WORKSHOP ON INTEROPERABLE
COMMUNICATIONS
OKLAHOMA EXPERIENCE**

Nikki Cassingham, Statewide Interoperability Coordinator (SWIC)
Nicholas (Nick) Carrao, Director of Communications and Electronic Services
Lance Terry, State 911 Coordinator

Oklahoma Challenges

- Interoperable Communications
 - *Statewide LMR system(s)*
 - *Urban versus Rural*
 - *State Radio system(s)*
 - *Build Out*
 - *Sustainability*

Oklahoma Challenges

■ 911

- *5 counties without E911*
- *No plan for NexGen 911*
- *96% of 911 funding goes to the local PSAP*
- *Islands of 911 deployments*

Oklahoma Challenges

■ Structure

- *Senate Bill 1112 (2016), established the Land Mobile Radio Public Safety Interoperability Cooperative*

■ Included three Cabinet Secretaries

- *Department of Transportation*
- *Safety and Security*
- *Finance and Administration*

■ House Bill 3126 (2016), established the Oklahoma 9-1-1 Management Authority Act

What will it take to be successful??



Emergency Management



Management and Enterprise Services



Department of Public Safety



What will it take to be successful??



Informal discussions

- STCCoAT formed in 2017
 - *State*
 - *Technology*
 - *Communicators*
 - *Communicating*
 - *About*
 - *Technology*



Workshop Success

- No substitute for dedicated time away from the office
- Started work on a Business case for end to end Emergency Communications

Business Case

- Leverage and strengthen the existing Governance Charter
- Must lead to Leadership buy-in
- Must include current resources and existing efforts
- Buy-in from locals, particularly rural partners
- Define the "line" between the State and Local

Business Case Audience

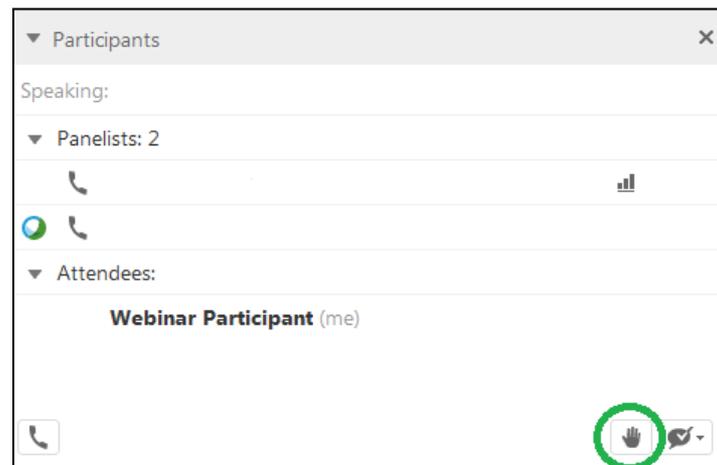
- Public Safety Cabinet agencies
- State, Local and Tribal leaders
- Various Public Safety Associations
- Legislators

Q&A Period

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Future Webinars

- Tuesday, September 18, 2018 at 12 noon ET
- To register, visit: <https://tinyurl.com/2018Stateof911Webinars>
- Previous State of 911 webinars are available at: www.911.gov/webinars.html

National 911 Program

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